

APPENDIX C

Performance Scores for Measures with Absolute Standards:

Metric #'s	Measure	0	-1	-2
PO-1 and MR-1 ¹	OSS Response Time Measures	≤ 4 second difference	> 4 and ≤ 6 second difference	> 6 second difference
PO-2-02	OSS System Availability – Prime	≥ 99.5%	≥ 98 and < 99.5%	< 98%
See Table ²	Metrics with 95% standards	≥ 95%	≥ 90 and < 95%	< 90%
PO-3	% Answered within 30 Seconds – Ordering & Repair	≥ 80%	≥ 75 and < 80%	< 75%
NP-2-08 NP-2-09	Collocation – Average Delay Days	≤ 6 Days	> 6 and ≤ 15 Days	> 15 Days
NP-1-03 NP-1-04	# of Final Trunk Groups Blocked for 2 and 3 Months	Final Interconnection Trunks meeting or exceeding blocking standard for one month	Any individual Final Interconnection Trunk group exceeding blocking standard for 2 months in a row	Any individual Final Interconnection Trunk group exceeding blocking standard for 3 months in a row
PR-6-02	% Installation Troubles reported within 7 Days – Hot Cut loop	≤ 2%	> 2 and ≤ 3%	> 3%

Example: If Verizon-MA were to perform at 97.0% for PO-2-02- OSS System Availability – Prime, in a month, then the performance score would be –2 for that measure.

¹ Includes PO-1-01, PO-1-02, PO-1-03, PO-1-04, PO-1-05, PO-1-06, MR-1-01, MR-1-03, MR-1-04 and MR-1-06

² The Metrics with a 95% Standard appear on the following page.

Table C-1-1: Performance Metrics with 95% Performance Standard:

<u>OR</u>	Ordering
1-02	% On Time LSRC - Flow Through - POTS – 2hrs
1-04	% OT LSRC<10 Lines (Elec.-No Flow Through) - POTS
1-04	% OT LSRC<10 Lines (Elec.-No Flow Through) - Specials
1-04	% OT LSRC<10 Lines (Elec.-No Flow Through) - Complex
1-06	% On Time LSRC >=10 Lines (Electronic) – POTS
1-06	% On Time LSRC >=10 Lines (Electronic) – Specials
1-06	% On Time LSRC >=10 Lines (Electronic) – Complex
1-12	% On Time Firm Order Confirmations
1-13	% On Time Design Layout Record
2-02	% On Time LSR Reject - Flow Through – POTS
2-04	% OT LSR Rej.<10 lines (Elec.-No Flow Through) - POTS
2-04	% OT LSR Rej.<10 lines (Elec.-No Flow Through) - Specials
2-04	% OT LSR Rej.<10 lines (Elec.-No Flow Through) - Complex
2-06	% On Time LSR Reject >= 10 Lines (Electronic) - POTS
2-06	% On Time LSR Reject >= 10 Lines (Electronic) - Specials
2-06	% On Time LSR Reject >= 10 Lines (Electronic) - Complex
2-12	% On Time Trunk ASR Reject
4-09	% SOP to Bill Completion Notice Sent Within 3 Business Days
5-03	% Flow Through Achieved
6-03	% OT Accuracy LSRC
<u>PR</u>	Provisioning
4-06	% On Time Performance - Hot Cut
4-07	% On Time Performance - LNP only
<u>BI</u>	Billing
1-01	% DUF in 4 Business Days
<u>NP</u>	Network Performance
2-01	% OT Response to Request for Physical Collocation
2-02	% OT Response to Request for Virtual Collocation
2-05	% On Time - Physical Location
2-06	% On Time - Virtual Location

**Table C-1-2: Allowable Misses for Small Sample Sizes for
Counted Variable Performance Measures with Absolute Standards**

A. Allowable Misses:

- If less than 20 items, find volume of items measured in Sample Size Column.
- If the number of misses falls under the Zero weight column, then the performance measure is given a weight of zero and not counted towards the total performance score.
- If the number of misses falls in the “0” column, a performance score of 0 is given the performance metric.
- If the number of misses falls into the “-1” column, the performance score for the metric I –1.
- If the number of misses falls into the –2 column, the performance score is –2.
- “NA” is not applicable

95% Standard:

Sample Size	Zero Weight	0	-1	-2
1	1	0	NA	NA
2	1	0	2	NA
3	1	0	2	3
4	1	0	2	3+
5	1	0	2	3+
6	1	0	2	3+
7	1	0	2	3+
8	1	0	2	3+
9	1	0	2	3+
10	1	0	2	3+
11	1	0	2	3+
12	1	0	2	3+
13	1	0	2	3+
14	1	0	2	3+
15	1	0	2	3+
16	1	0	2	3+
17	1	0	2	3+
18	1	0	2	3+
19	1	0	2	3+
20	NA	≤ 1	2	3+

B. CLEC Exception Process

Each month each CLEC will have the right to challenge the allowable misses or exclusions that Verizon-MA may exercise pursuant to the small sample size table for

performance measures with absolute standards. If a CLEC exercises this right, it must file a petition with the Department demonstrating that the exclusion will have a significant impact on the operations of the CLEC's business and that Verizon-MA should not be allowed to exclude the event pursuant to the above table. Verizon-MA will have a right to respond to any such challenge by the CLEC. The Timeline for CLEC Exceptions will be the same as the Timeline for Verizon-MA Exceptions under the small sample size section in Appendix D. If a CLEC's Exception Petition is granted, the appropriate bill credits will be reflected on the CLEC's bill as soon as is practical.